



# STATE FIRE TRAINING

## ExamPay Website Instructions



### EXAM PAY INSTRUCTIONS

- I. Go to: [www.exampay.com/ca](http://www.exampay.com/ca)
- II. The website only has 4 options
  1. **Certification Exams**
    - i. This is to take an exam
  2. **Retake Exams**
    - i. This is to take a retake exam
  3. **Login**
    - i. This is for Proctors only to log in and access Proctor only information.
  4. **Home**
    - i. Takes you to the home page
- III. As a STUDENT you will select the exam you want & then pay

Note: *Bulk payments can be requested but must be paid over the phone. Contact PTS directly at: (561) 277-9396*

  1. Click **Registrations/Exam**
  2. Select the **Firefighter 1 Comprehensive Exam\***
    - i. \*unless your agency is offering only select modules from the FF I examination
  3. Complete the payment form
    - i. It is very important that the correct academy number is selected from the **Academy** dropdown menu. Be sure to get this number from your Lead Evaluator prior to registering for the examination
  4. Select **Pay** and follow instructions to enter credit card info

NOTE: *The system cannot support more than ~15 simultaneous payments per second; therefore, if an entire classroom wishes to pay at the same time it is best to stagger payments slightly.*
  5. Once the payment has been processed, a receipt is displayed on screen and a copy is emailed to the registrant. On the receipt, there is an **order number**. This is the number you present to your proctor to show proof of payment.
  6. At the test center the proctor will look up your **order number** and give you your **Login & password**.
  7. To start the exam, begin at the home screen > select your test > click "take test" > enter your login & password.
    - i. For FFI we are allowing 3 hours to complete. The proctor will keep track of the time. This provides flexibility if there are issues that arise.
  8. When finished, log out and confirm with your proctor. You will know whether you passed or failed upon completion. Grades will not be official until it is recorded at SFT.
- IV. As a PROCTOR the process is as follows:

**Logging In**

  1. Once a Proctor account has been created for you, you will receive a confirmation email with your username and temporary password.
  2. Go to [www.ExamPay.Com/CA](http://www.ExamPay.Com/CA)
  3. Click **Login** on the right side of the homepage



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### Students Access/Exporting Passwords

4. **Login**, select the **Proctor** tab
  - i. You will first want to apply a filter so that you can find all of **your** students.  
Note: There are essentially 6 search filters and these filters are for sorting of all students within the State! Therefore, as more students use the system the more important your filtering will be.
  - ii. Here is a list of the filter options:
    1. The **Look for** filter allows for sorting by order number or last name.
    2. The **Start Date & End Date** filters are established by the date the student either pays or completes the exam.
    3. The **Test Name** filter allows for sorting on a particular exam.
    4. The **Test Status** filter allows for sorting of active and inactive tests. This shouldn't ever be needed.
    5. The **Status** filter allows for sorting of All, Not Completed, Completed and Overdue candidates.
    6. The **Academy** filter allows for sorting of all Accredited Academies.

*\*\* In most cases the proctor will only be using the **Academy** and **Status** filters.*
  - iii. To filter and issue a single login and password:
    1. Enter the order number into the **Look for:** field box on the proctor webpage.
    2. Click **Search**
    3. Then, click **details**. The username and password information will be displayed.
  - iv. To filter and collect a whole class of logins and passwords:
    1. Ensure the appropriate date range is selected from the **Start Date & End Date** filters. The smaller the range the better.
    2. Select **Not Completed** from the **Status** field.
    3. Then, click the **Search** button (in red).
    4. This should display a table with all of the students that are waiting to take the exam.
    5. Click **Export to CSV** (in red).
    6. The CSV will download to your internet browser's download page.
    7. Open the downloaded CSV file (excel document) and it will contain a list of all students scheduled to take the exam on the date specified, along with their login and password information.
    8. Print, cut, and distribute to each student when it's time to begin the test.
5. Once a student has completed the exam verify by typing in their **order number**. The status column for that test should now say **completed**.

### Candidate Tutorial:

- <http://osfm.fire.ca.gov/training/onlinecertificationtutorial.mp4>



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OR

- [https://www.youtube.com/watch?v=ES8gJhBvs3Y&ab\\_channel=CaliforniaStateFireTraining](https://www.youtube.com/watch?v=ES8gJhBvs3Y&ab_channel=CaliforniaStateFireTraining)

### Lead Evaluator/Proctor Tutorial:

- *Coming soon!*

### TROUBLESHOOTING NOTES:

**Tech Support: (916) 491-0311 (for troubleshooting exam only)**

#### General:

- A student may log into the test up to 3 times (max). This allows the student 2 spare log in attempts in the event the internet connection is dropped or Essentially, password

#### iPad users:

- When switching between Portrait and Landscape mode, your answer will disappear. Therefore, it is important to “**lock**” the screen into a particular mode.
- Don’t forget to use the “>>” button! This will check the exam for blank answers

#### Students:

- Ensure that you are on [www.Exampay.com/ca](http://www.Exampay.com/ca) not [www.exampay.com](http://www.exampay.com), otherwise passwords will not work
- Ensure that you are registering for the correct test
  - Ex. FF I Comprehensive is not the same as FF I Module.
- Remember to retrieve the academy code from your academy. This is a 4-digit code that needs to be entered in at the registration menu. Using the correct code will ensure that results are shared with the agency.
- Do not use symbols or apostrophes in your name when registering for the exam. It will generate an unusable password and/or error message.
- Don’t forget to use the “>>” button! This will check the exam for blank answers



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Company Name	ExamPay
<a href="#">Allan Hancock College</a>	R011
<a href="#">American River College</a>	R018
<a href="#">Antelope Valley College</a>	R033
<a href="#">Bakersfield College / Olive Drive Training Cntr.</a>	R009
<a href="#">Butte Community College</a>	R021
<a href="#">Chabot Community College / Los Positas</a>	R023
<a href="#">City College of San Francisco</a>	R032
<a href="#">College of the Desert</a>	R051
<a href="#">College of the Sequoias</a>	R031
<a href="#">College of the Siskiyous</a>	R002
<a href="#">Columbia College</a>	R043
<a href="#">Crafton Hills Community College</a>	R005
<a href="#">El Camino College</a>	R034
<a href="#">Fresno City College</a>	R042
<a href="#">Glendale Community College/Verdugo Fire Academy</a>	R024
<a href="#">Imperial Valley College</a>	R041
<a href="#">Lake Tahoe Community College</a>	R037
<a href="#">Los Medanos Community College</a>	R025
<a href="#">Merritt College</a>	R052
<a href="#">Modesto Jr. College</a>	R004
<a href="#">Monterey Peninsula College</a>	R050
<a href="#">Moreno Valley College/Ben Clark Training Cntr.</a>	R012
<a href="#">Mt. San Antonio Community College</a>	R003
<a href="#">Oxnard College/Ventura Co. Fire</a>	R024
<a href="#">Palomar College</a>	R019
<a href="#">Porterville Community College</a>	R028
<a href="#">Rio Hondo College</a>	R013
<a href="#">San Diego Miramar College</a>	R040
<a href="#">San Joaquin Delta College</a>	R020
<a href="#">San Mateo College</a>	R014
<a href="#">Santa Ana College</a>	R001
<a href="#">Santa Rosa Junior College</a>	R006
<a href="#">Shasta Community College</a>	R007
<a href="#">Sierra College</a>	R027
<a href="#">Solano Community College, Vacaville Center</a>	R030
<a href="#">Victor Valley College</a>	R016
<a href="#">Yuba College</a>	R029

Company Name	ExamPay
<a href="#">Alameda County FD</a>	L045
<a href="#">Berkeley FD</a>	L048
<a href="#">Cal Fire Academy</a>	L006
<a href="#">Clovis FD</a>	L053
<a href="#">Fremont FD</a>	L004
<a href="#">Fresno FD</a>	L046
<a href="#">Hayward FD</a>	L050
<a href="#">Livermore Pleasanton FD</a>	L051
<a href="#">Los Angeles City FD</a>	L026
<a href="#">Los Angeles County FD</a>	L044
<a href="#">Oakland FD</a>	L001
<a href="#">Sacramento Fire Department</a>	L052
<a href="#">Sacramento Metro Fire</a>	L010
<a href="#">San Diego FD</a>	L003
<a href="#">San Francisco Fire Department</a>	L047
<a href="#">San Jose FD</a>	L002
<a href="#">San Pasqual Reservation FD</a>	L007
<a href="#">Santa Monica</a>	L049
<a href="#">South Bay Regional Safety Consortium</a>	L022